



Capital Communications
Consultants, Inc.

via ECFS

October 23, 2013

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**RE: WC Docket No. 10-90
Cover Letter
FCC Form 481 Filings of Capital Communications Consultants, Inc.
For Study Area Code 259038/AL**

Dear Ms. Dortch:

Capital Communications Consultants, Inc. (Capital Communications) hereby files with the Commission its Form 481 for the program year 2012 for the above referenced Study Area Code. This form was filed on October 15, 2013 with the Universal Service Administration Company (USAC) via email and a paper copy has been submitted to the Alabama Public Service Commission. These documents contain no confidential information.

Capital Communications is a Lifeline only telecommunications carrier (ETC) that has been designated an ETC by the state commission.

Respectfully submitted,



Min-Su Kang
President, Capital Communications Consultants, Inc.

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

FCC Form 481

OMB 3060-0986

OMB 3060-0819

Avg. Burden Estimate per Respondent: 20 Hours

<010> Study Area Code	259038
<015> Study Area Name	Capital Communications Consultants, Inc.
<020> Program Year	2012
<030> Contact Name: Person USAC should contact with questions about this data	Min-Su Kang
<035> Contact Telephone Number: Number of the person identified in data line <030>	901-415-1755
<039> Contact Email: Email of the person identified in data line <030>	compliance@capcomphone.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input type="checkbox"/>	N/A
<210> <input type="checkbox"/> N/A <-- check box if no outages to report			
<300> Unfulfilled Service Requests (voice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input type="checkbox"/>	N/A
<410> Fixed	<input type="checkbox"/>		
<420> Mobile	<input type="checkbox"/>		
<440> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input type="checkbox"/>
<450> Fixed	<input type="checkbox"/>		
<450> Mobile	<input type="checkbox"/>		
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input type="checkbox"/>	N/A
<510>	(attached descriptive document)	<input type="checkbox"/>	N/A
<600> Functionality in Emergency Situations	(check to indicate certification)	<input type="checkbox"/>	N/A
<610>	(attached descriptive document)	<input type="checkbox"/>	N/A
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input type="checkbox"/>	X
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010>	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	X

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

FCC Form 481
OMB Control No. 3060-0986
OMB Control No. 3060-0819
July 2013

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<015>	Study Area Name	Capital Communications Consultants, Inc.
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<035>	Contact Telephone Number - Number of person identified in data line <030>	901-415-1755
<039>	Contact Email Address - Email Address of person identified in data line <030>	compliance@capcomphon

<220>

[illegible]

(800) Operating Companies and Affiliates
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986

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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	compliance@capcomphone.com
<810>	Reporting Carrier	Capital Communications Consultants, Inc
<811>	Holding Company	
<812>	Operating Company	

[illegible]

(1200) Terms and Condition for Lifeline Customers
Lifeline

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<035>	Contact Telephone Number - Number of person identified in data line <030: 901-415-1755	
<039>	Contact Email Address - Email Address of person identified in data line <030>	complicance@capcomphone.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	<u>CC terms and conditions.pdf</u> Name of attached document (.pdf)
<1220>	Link to Public Website	<u>HTTP</u>

Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

**Certification - Reporting Carrier
Data Collection Form**

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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: Capital Communications Consultants, Inc.

Signature of Authorized Officer:

Date 10/14/2013

Printed name of Authorized Officer: Min-Su Kang

Title or position of Authorized Officer: President

Telephone number of Authorized Officer: 901-415-1755

Study Area Code of Reporting Carrier: 259038 Filing Due Date for this form: 10/15/2013

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Pricing:

Lifeline Plan: 19.99 (includes 60 min. LD)

Toll Fees:

60 minute Toll Free Access: 1.00

LD Unlimited: 20.00

Directory Assistance: 1.00

Existing Capital Communications tariffs which are officially on file with the various state public utility commissions and the Federal Communication Commission ("FCC") supersede any terms related to the Services.

The following Terms and Conditions of Service as stated by Capital Communications contain important information about your rights as a subscriber. By subscribing to service provided by Capital Communications, you are agreeing to the following Terms and Conditions of Service. Capital Communications Lifeline service requires that you meet eligibility requirements in your state for Lifeline.

Any changes or modifications to these Capital Communications Terms and Conditions of Service will be binding once posted on the Capital Communications website found at www.capcomphone.com.

SURCHARGES AND TAXES:

Capital Communications subscribers are solely responsible for paying all charges including, but not limited to all applicable surcharges, fees, taxes, and regulatory charges. Capital Communications subscribers are responsible for all charges applicable to the customer. Changes to a surcharge, fee or tax will become effective as provided by the taxing authority and change to applicable contribution amounts for the Federal Universal Service Fund ("FUSF"). Other regulatory charges may become effective immediately.

LIMITATION OF LIABILITY:

Capital Communications will not provide any connections to or the installation of phone jacks. Capital Communications will provide dial tone to the customer interface box (D-MARK or NID). Capital Communications is not responsible for problems that are determined to be inside wiring. New Service Requests can take up to 15 business days and the installation date is completely dependent on when AT&T can install the service. If AT&T determines the service address is Invalid, the installation date will be delayed. Capital Communications is not responsible for crediting your account for any delays in activating service. If you are not sure if your service is active you are responsible for contacting us to verify if your service is active.

INDEMNITY:

To the full extent allowed by law, you hereby release, indemnify, and hold Capital Communications and its officers, directors, employees and agents harmless from and against any and all claims of any person or entity, for damages of any nature arising in any way from or relating to, directly or indirectly, service provided by Capital Communications or any person's use thereof (including, but not limited to, and personal injury), INCLUDING CLAIMS ARISING IN WHOLE OR IN PART FROM THE ALLEGED NEGLIGENCE OF CAPITAL COMMUNICATIONS. This obligation shall survive termination or expiration of your service with Capital Communications.

SERVICE RESTRICTIONS:

Toll Limitation Service (TLS) support allows eligible consumers to choose Toll Blocking or Toll Control services at no cost. Consumers who wish to avoid incurring large long distance charges can choose either Toll Blocking, which prevents callers from placing any long distance calls, or Toll Control, which limits long distance calls to a pre-set amount selected by the consumer. The service deposit for providing local telephone service is waived if a consumer voluntarily elects Toll Blocking.

Capital Communications service blocks access to certain categories of numbers (e.g. 976, 900 and international destinations) at the sole discretion of Capital Communications. Capital Communications also reserves the right to change or modify any of these Capital Communications and Conditions of Service at any time and at Capital Communication's sole discretion. Your Capital Communications account is non-transferrable.

Capital Communications subscribers acquire no proprietary interest in any telephone number assigned to their Capital Communications account. Capital Communications subscribers must accept the telephone number assigned to the Capital Communications account at the time of activation, which shall be assigned at the sole discretion of Capital Communications. Capital Communications rates and services are subject to change without notice. Capital Communications may modify or cancel any Service or take corrective action at any time without prior notice and for any reason, including but not limited to your violation of Capital Communications Terms and Conditions. Capital Communications customer service can be reached by dialing 1-877-225-8754.

CHARGES YOU ARE RESPONSIBLE FOR:

The customer is responsible for paying all charges. Charges may include, without limitation: recurring monthly service, activation, service extension charges, applicable taxes, surcharges and governmental fees, whether assessed directly upon you or upon Capital Communications. Additional charges may apply for detailed information about your usage of services.

ACCOUNT ACCESS: Capital Communications may provide information about and make changes to Capital Communications subscriber's accounts,

including, but not limited to; suspending, deactivating, adding new service, changing service, providing information that may amount to Customer Proprietary Network Information ("CPNI") upon the direction of any person able to provide information Capital Communications deems sufficient to identify you as the Capital Communications subscriber. Your caller identification information (such as your name and phone number) may be displayed on the equipment or bill of the person receiving your call; technical limitations may, in some circumstances, prevent you from blocking the transmission of caller identification information. You hereby consent to the use by Capital Communications or our authorized agents of regular mail, predictive or autodialing equipment, email, text messaging, facsimile or other reasonable means to contact you to the Capital Communications subscriber to advise you about our services or other matters Capital Communications may believe to be of interest to you the Capital Communications subscriber. Capital Communications reserves the right to contact you, the Capital Communications subscriber, by any means regarding customer service related notifications, or other such information.

LIFELINE PROGRAM INFORMATION:

Eligibility for Capital Communications Consultants, Inc. service varies by state. You may qualify for Capital Communications Consultants, Inc. if you participate in any of the government programs listed on your Capital Communications Consultants, Inc. application or based on household Income eligibility standards. Beginning June 1, 2012, consumers applying to Capital Communications Consultants, Inc. based upon participation in a qualifying federal or state program or by household Income eligibility standards, will be required to provide proof of program participation and/or documentation of your household Income.

By completing the Capital Communications Consultants, Inc. application, you consent to the release of your information (Including financial information) as required for the administration of your Capital Communications Consultants, Inc. service.

Capital Communications Consultants, Inc. reserves the right to review your eligibility status at any time and require you to provide Capital Communications Consultants, Inc. written documentation of either your household Income or your participation in a qualifying federal or state program. You may only receive Lifeline Assistance for a single landline or wireless telephone account at your principal residence. If you or any member resident at your primary address receives Lifeline Assistance from any other telephone company, you are responsible for notifying your current service provider that you have been approved for Lifeline Assistance through Capital Communications Consultants, Inc. Eligibility for Capital Communications Consultants, Inc. may not transfer to a third party. Benefits received under the Capital Communications Consultants, Inc. service, including, but not limited to, any voice minutes received under the Capital Communications Consultants, Inc. service may not be transferred.

PRIVACY POLICY SCOPE:

Capital Communications respects the privacy of all of its subscribers. Privacy is a matter of trust and Capital Communications will work to make sure subscribers' information is protected.

Information We Collect, How We Collect It, and How We Use It:

We collect your information through various avenues including; information you provide us during transactions, customer service, surveys, online registration for service, and contact information you provide us. We may collect your information so that we may better provide you our service. We may use the information collected to; provide you with the best customer experience possible, respond to your questions; communicate with you regarding service updates, offers, and promotions, address network integrity and security issues, investigate, prevent or take action regarding illegal activities, violations of our Terms of Service or acceptable use policies; and for local directory and directory assistance purposes.

How we use/share your Information:

Subject to applicable legal restrictions, Capital Communications may share your personal information to make sure we provide you with the best service possible. We share your Personal Information only with Capital Communications companies that perform services on our behalf (ex. Billing), for them to perform these services. We do not provide Personal Information to non-Capital Communications companies for the marketing of their own products and services without your consent. We may provide personal information to non-Capital Communications companies or other third parties for purposes such as: Responding to 911 calls and other emergencies; Complying with court orders and other legal process; To assist with identity verification, and to prevent fraud and identity theft.